



Spalding Memorial Library
724 South Main Street
Athens, PA 18810
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September 8, 2016

Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: E-rate BEAR 2014-2015 Appeal

To the FCC:

The Spalding Memorial Library has participated in the Schools and Libraries Universal Service program for over 15 years. We are a small public library, dependent upon USAC and other public funding to meet our day to day obligations. I am writing this appeal in an effort to be reimbursed for Internet costs for funding year 2014-2015. I understand that the invoice filing window for that funding year closed on 2/25/15. I ask to be permitted to file the BEAR again, as it was rejected due to no fault of our organization, but solely due to the service provider's failure to file the appropriate Form 473.

I had multiple issues with Time Warner Cable while trying to file the 2014-2015 BEAR. We ceased being clients of TWC in July of 2015, when we accepted a bid from a new service provider. I was met with difficulty in obtaining any information regarding the 2014-2015 invoices, as I was not a current client and my records were not "easily accessible." I was utterly dismayed when my second attempt to get my 2014-2015 BEAR approved was denied due to service provider error. I was not notified of this until March, after the filing window had closed. Once TWC filed the Form 473, I was told by Marina Cacini over the phone that TWC would contact USAC and I should wait to hear a reply from them. I heard nothing further until I inquired with TWC again at the end of June, when I was told they had contacted USAC and not gotten a response. It was not until last week that I took the initiative to contact USAC myself and learned that I had to file this appeal. I am hopeful that you will look favorably on this appeal so that I might try again for the 2014-2015 BEAR.

You will find attached the BEAR notification letter I was sent in March, as well as a string of emails between myself and TWC and also with USAC. In addition, a copy of my BEAR application filed in January is included.

Please let me know if you have questions. I look forward to hearing from you.

A handwritten signature in cursive script, reading "Tiffany Robbins-Gigee".

Tiffany Robbins-Gigee
Library Director